



# Neighbourhood Management Policy

## 1.0 Introduction and scope

1.1 This document covers our policy on Neighbourhood Management and how we will meet our responsibilities and duties as a landlord.

1.2 The scope of this policy covers:

Gentoo Group	X
Gentoo Homes	X
Gentoo Developments Ltd	
Gentoo Genie	

It applies to:

General needs rented properties	X
Supported housing	X
Sheltered housing	X
Leasehold/shared ownership	X
Rent to Buy properties	X
Market rented properties (domestic)	X
Temporary accommodation	X
Stock owned but not managed by the Group	X
Communal areas, including those relating to leasehold/shared ownership properties	X
Commercial property (offices, depots etc)	X
Stock managed by Gentoo on behalf of a third party	X
Garages and outbuildings	X
Curtilage	X

## 2.0 Links to organisational goals

2.1 Our Vision and Values set the direction and culture of the Group. They ensure that the business is aligned around the desire to create sustainable homes and communities and to improve the lives of our customers. The Vision and Values ensure that all of our people understand Gentoo's ethos and are clear about what is expected of them and the contribution they can make.

**Vision:**

Great Homes - Strong Communities - Inspired People
--

**Values:**

Do the right thing
Make a difference
Work together
Keep learning
Give all you've got

2.2 This Policy operates within our Vision and Values and links to the Gentoo Business Plan, Community Involvement and Engagement Policy, Community Safety Policy and Toolkit, Hoarding Toolkit, Repairs and Maintenance Policy, Fire Safety Policy, Chargeable Repairs Policy, Mobility Scooter Procedure, Tree Management Policy and Toolkit, Allocations Policy and Procedure, CCTV Code of Practice, Customer Complaints Policy and Toolkit and Tenancy Management Toolkit.

**3.0 Regulation and legislation**

3.1 The Executive Director (Operations) will ensure this policy has regard to all legislation, regulation and best practice. This policy helps to fulfil the RSH Regulatory code, in particular the Neighbourhood and Community Standard.

**4.0 Definitions**

4.1 In this policy, 'tenants' and 'leaseholders' are those who have signed the tenancy or lease agreement. They will usually be responsible for the actions of the occupants in their homes.

4.2 Where the terms 'residents' is used this refers to not only tenants and leaseholders, but also to all occupants of a tenant's or leaseholder's household.

4.3 'Leaseholder' for the purpose of this policy includes leaseholders and shared owners. The lease agreement will always take precedent over this policy unless there is an over-riding legal or regulatory requirement.

## 5.0 Our policy statement

- 5.1 Neighbourhood management is integral to realising our vision of “Great Homes - Strong Communities - Inspired People”. To support this we will ensure our neighbourhoods are safe, attractive and well maintained places to live.
- 5.2 Well-managed neighbourhoods provide a better quality of life for our residents and can act as a deterrent to antisocial behaviour, neighbour nuisance and crime. We aim to provide high quality services, create sustainable communities and promote pride in our neighbourhoods.
- 5.3 We will comply with the Regulator’s Neighbourhood and Community Standard through partnership working with our tenants and external organisations and our commitment to keeping neighbourhoods and communal areas clean and safe.
- 5.4 We aim to put residents at the heart of their neighbourhood by encouraging active customer involvement and consultation on all aspects of neighbourhood management and we have consulted with customers across Gentoo in developing this policy. For further information on customer consultation please see our [Community Involvement and Engagement Policy](#).
- 5.5 We are committed to the principles of diversity and inclusion throughout the organisation and aim to:
- Meet the needs and choice of people from all backgrounds.
  - Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers.
  - Ensure that all sections of the community in which we work have equal access to our services.

Our Neighbourhood Management Policy will ensure that customers will be treated as individuals and with fairness and respect. An Equality Assessment has been completed with regard to this policy.

## 6.0 Roles and responsibilities

Roles	Responsibility
Executive Director (Operations)	Is accountable for ensuring effective implementation of this Policy
Head of Operations (South)	Is responsible for adequate resourcing and having effective processes in place to implement this Policy
Neighbourhood Operations Manager	Is responsible for ensuring that this Policy is adhered to and that all staff are appropriately trained
Housing Management Staff	Should have an awareness of this Policy and act accordingly

### Shared responsibilities

6.1 Effective neighbourhood management is built on the success of shared responsibilities of residents and landlords.

6.2 Our responsibilities as landlords include:

- Providing quality services that keep communal and external areas in a good state of repair and cleanliness, safe, free from hazards and fit for use by residents and visitors.
- Ensuring that there are no Health and Safety risks to residents and visitors in our neighbourhoods.
- Making neighbourhood improvements and where appropriate consulting with residents.
- Giving residents a wide range of opportunities to influence and be involved in how neighbourhood services are delivered, how performance is monitored and how satisfaction is assessed in accordance with the Regulators 'Tenant Involvement and Empowerment' standard.
- Listening and acting on concerns raised by residents with regard to their neighbourhood and having a clear, simple and accessible approach to complaints to ensure they are resolved promptly.

- Partnership working to deal effectively with antisocial behaviour and other neighbourhood concerns or issues.

### 6.3 Residents' responsibilities include:

- Making sure that homes, gardens and driveways are well maintained and in good condition in line with their tenancy/ lease agreement.
- Promptly reporting any repairs or disrepairs for which we are responsible.
- Helping us meet our health and safety responsibility in ensuring that communal areas are kept clean, tidy, safe and free from obstruction and to not use them to store personal belongings or other items.
- Making sure that pets are kept under control, are not used in a threatening manner and do not defecate/urinate in communal areas.
- Not engaging in anti-social behaviour, nuisance or annoyance to neighbours and reporting any concerns. See our Community Safety Policy and Toolkit.
- To not hoard items, animals or anything at the premises. See our Hoarding Toolkit.

6.4 Landlord and resident responsibilities are fully detailed in the individual tenancy or leaseholder agreement.

## 7.0 Monitoring and review

7.1 This Neighbourhood Management Policy will be reviewed every 3 years, or in line with business need.

7.2 The accountability for this policy lies with the Executive Director (Gentoo Operations) and the overall responsibility lies with the Head of Operations (South).

7.3 This policy maybe subject to an audit in line with internal audit plan.

7.4 This policy is Grade 2 and changes will need the approval of the Executive Director (Operations) and the Executive Director of Corporate Services.

7.5 The following Key Performance Indicators are monitored by local Neighbourhood Operations Managers' on a monthly basis:

- The number of Customer survey visits carried out by each Neighbourhood Coordinator
- The number of estate inspections / Rate Your Estate's carried out by each Neighbourhood Coordinator and their scores
- The number of communal cleaning checks carried out by each Neighbourhood Coordinator
- The number and type of customer involvement activities undertaken by each Neighbourhood Coordinator
- Number of tenancy breaches / TINs actioned
- Satisfaction with neighbourhood as a place to live (Star)
- % of fly tipping removed within 7 days.

7.6 The relevant Local Service Offers can be found in Appendix 1.

## **8.0 Policy outcomes**

8.1 Our Neighbourhood Management Policy aims to achieve the following outcomes:

- Well-managed neighbourhoods providing a good quality life for our residents, which deter anti-social behaviour, nuisance and crime
- The provision of high quality services, creating sustainable communities and pride in our neighbourhoods.
- Working in partnership with our tenants and external organisations and providing a commitment to keep our neighbourhoods and communal areas clean and safe
- Putting residents at the heart of their neighbourhoods by encouraging active customer involvement and consultation on all aspects of neighbourhood management.

- Committing to the principles of diversity and inclusion by treating customers as individuals and with fairness and respect.

## **9.0 Records**

- 9.1 All neighbourhood inspections, including those of shared blocks are kept in the Neighbourhood Coordinator 'Performance and Estate Management' files.
- 9.2 Referrals to third parties, including those to Fire Brigade and the local authority are also kept in these files.
- 9.3 All 'Safety & Support Referrals' made within each 4 week cycle are kept in the files.
- 9.4 All Tenancy Warning Notices (TWNs) served on customers are recorded on Streetwise.

## Appendix 1 – Local Service Offers

Description	We will
<b>Neighbourhood Management</b> - to ensure our neighbourhoods are safe, attractive and well maintained places to live.	<ul style="list-style-type: none"><li>• Provide you with regular information specific to your neighbourhood</li><li>• Ensure all issues affecting the neighbourhood are identified and responded to</li></ul>